

# COVID-19 SCO FAQs

## COVID-19: IHL SCO FAQs

### **Q1) In regard to VA education enrollments, what steps should an IHL take when changing the modality from resident to an online only delivered course?**

A. An IHL should review their current SAA approval to ensure they are approved for online modality. If the school is not approved for online training, it may affect the student's ability to receive VA benefits. (i.e. Resources for quick review is the Comparison Tool or the 22-1998 Form)

- Do not certify online education enrollments if your facility is not approved for online modality.
- If the IHL is seeking approval for online modality, the school officials should contact their SAA.
- The SAA review will determine if the school can be approved for online modality.

### **Q2) VA education students – Monthly Housing Payments: What happens when a modality changes after the first day of the term due to COVID-19 (excluding Remedial/Deficiency courses)?**

A. Students who began a term in a resident modality and then due to COVID-19 move to an approved online learning modality (same certified term), the SCO is not required to take any action.

- Post 9/11 GI Bill MHA will not change for this term.
- Reference SCO handbook for Hybrid definition
- Note: other type changes to the student's enrollment status may affect payments. For example, change in end date, rate of pursuit, breaks, etc. these changes must still be reported per normal requirements.

### **Q3) Will there be any impact on the educational institution tuition and fee payments when only the modality changes within the term due to COVID-19?**

A. VA student certifications for tuition and fees for the certified period which are already complete do not require modifications.

- Note, if other changes are made to the term (i.e. end date, extended breaks, etc.) the school may be required to submit an amendment certification which may create possible changes to the student MHA based on a change in rate of pursuit.

### **Q4) Can Remedial/Deficiency classes be taught via Online Learning?**

A. No. This limitation is found in regulations. VA will not ignore the regulations as that would violate the Administrative Procedures Act.

### **Q5) What is the impact on VA education students if a Remedial/Deficiency class changes to an online modality after the term has already started?**

A. Per Q4, the enrollment would need to be terminated based on the last day of the resident attendance.

- SCO should adjust enrollment certification in VA ONCE and select the standard remark, "COVID 19".

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- The student may receive a prorated overpayment for T/F and possible MHA overpayment based on their adjusted rate of pursuit.
- If applicable, the school would provide refund per school policy.

### **Q6) If an educational institution temporarily ceases operation due to COVID-19, what steps should the school take?**

A. If possible, SCO should report this temporary closure to the SAA and ELR providing the last day of training completed.

### **Q7) If an educational institution creates an unscheduled break or change in term dates that are due to COVID-19, what steps should the school take?**

A. The institution should identify all VA education students affected and submit an amendment identifying the change in enrollment period.

- Note, any break that exceeds 7 days must be reported.

### **Q8) If a school transitions from resident to online classes and some students are unable to continue the classes due to lack of equipment or other issues, what steps should the school take?**

A. The certification should be terminated for only those students unable to continue the classes.

- Complete termination enrollment certifications with an effective date of the last date of resident training attended.
- SCO should enter in enrollment certification a Standard Remark of, "COVID-19"

## COVID-19: NCD SCO FAQs

### **Q1) What happens when an approved program at an NCD education or training institution shifts from a residential modality to an online modality?**

A. The resident program is the only approvable program for GI Bill benefits.

- Although the student may choose to continue training online, the VA education student enrollments must be terminated and report the last day of resident training received.
- The student would receive a prorated tuition and fees debt and possible MHA debt based on last day of resident attendance.
- The school must provide refund per VA approval policy if the student stops attending course.
- After the COVID 19 is no longer a factor, and the school continues delivery of training via resident modality, the student can be recertified using prior credit for program and continue their program. The school should enter adjusted tuition and fees for remainder of the program.

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**Q2) What happens when an NCD training institution temporarily ceases operations due to COVID-19?**

A. If possible, SCO should report this temporary closure to the SAA and ELR providing the last day of training completed.

<b>COVID-19: OJT/APP SCO FAQs</b>
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**Q1) What happens when an OJT or Apprenticeship training establishment temporarily ceases operations due to COVID-19?**

A. If possible, SCO should report this temporary cease of operations to the SAA and ELR providing the last day of training completed.